

**Bureau Director (DCF Manager)  
Department of Children and Families  
Division of Early Care and Education  
Bureau of Program Integrity**

**Position Summary**

Under the direction of the Deputy Administrator of the Division of Early Care and Education, this position serves as the Director of the Bureau of Program Integrity. The incumbent is responsible for administering and supervising the statewide program staff for Wisconsin Shares child care subsidy fraud detection and investigation in the division. The position sets policy and develops and implements programs to assure integrity of child care subsidy funds. This position oversees all activities related to Shares quality assurance, quality control audits, and related case and provider reviews. This position represents the department's child care programs within the state and at the national level. The position requires contact with the legislature, testifying at legislative hearings, contact with state and national advocacy organizations and federal staff. The position is responsible for achieving child care program goals related to Wisconsin Shares program integrity.

<b><u>Time %</u></b>	<b><u>Goals and Worker Activities</u></b>
<b>55%</b>	<p><b>A. Administer the statewide provider fraud, detection and investigation programs.</b></p> <p>A1. Oversee the specific strategies, data analysis methods, and protocols to identify high probability cases of suspected abuse and fraud.</p> <p>A2. Coordinate with the Bureau of Operations and Planning to develop training and communication tools for counties, child care regulators, child care supporting agencies, child care providers and recipients of subsidy payments as to the importance of program integrity.</p> <p>A3. Coordinate provider fraud and client fraud activities with DECE Milwaukee Early Care Administration.</p> <p>A4. Oversee the identification and prioritization of high probability cases for investigation directly by DCF counties or local law enforcement.</p> <p>A5. Oversee fraud, detection and investigation staff in the practice of conducting investigation of program abuse.</p> <p>A6. Manage primary division fraud, detection and investigation with other organizations. Work with counties and other organizations to improve functions. Oversee and review county child care program integrity plans.</p>

- A7. Coordinate with the Public Assistance Collection Unit within DCF to maximize collection of child care subsidy overpayments.
- A8. Oversee training and provide technical support to counties and other entities in case investigation.

**25%**

**B. Oversee WI Shares quality assurance activities.**

- B1. Oversee annual and semi-annual quality assurance reviews as required, compile results, communicate corrective action to local agencies and tabulate statistical data for reviews conducted.
- B2. Oversee three-year federal improper payment review (FIP), compile results, communicate corrective action to local agencies and tabulate statistical data for federal reporting purposes.
- B3. Coordinate with Bureau of Regional Operations (BRO) staff in overseeing quality reviews and audits for cases administered by BRO staff and local agencies.

**15%**

**C. Manage and supervise the office and program staff.**

- C1. Assign work activities, tasks and projects to subordinate staff.
- C2. Provide training, direction and guidance to staff in the performance of duties.
- C3. Set goals and expectations for staff and evaluate performance using the department's annual performance evaluation system.
- C4. Actively participate with Human Resources in the recruitment and staffing process when filling office positions.
- C5. Ensure department work rules are followed and participate in the investigation and disciplinary process (including terminations) when required.
- C6. Hear and respond to employee grievances when required.
- C7. Establish operating procedures for the office.
- C8. Provide counseling and training to assigned staff.
- C9. Develop and implement bureau business goals and action plans.
- C10. Participate in the department's workforce planning and

strategic planning efforts.

- C11. Provide leadership and direction on program goals and initiatives.

5%

- D. Represent Wisconsin's child care system both statewide and at the national level. Represent DCF with the Federal Government on child care payment accuracy and collection issues.**
- D1. Serve as the department's manager for WI Shares program integrity on the Child Care Program Committee to summarize and explain related policies and procedures.
- D2. Provide public information about child care and education by representing the department at speaking engagements, conferences and other events.
- D3. Respond to legislative inquiries as requested.
- D4. Represent the department at national child care and education meetings and conferences, and give formal presentations, as assigned.
- D5. Manage and coordinate activities related to Milwaukee Task Force operations.

## **Knowledge, Skills and Abilities**

1. Knowledge of the state child care subsidy policy and procedures.
2. Knowledge of fraud, detection and investigation procedures
3. Knowledge of supervisory and management techniques, including leading and directing staff.
4. Ability to develop and monitor a budget for a large, complex program.
5. Conduct complex budget analysis, analyze program and budget options for addressing identified issues, and recommend a course of action.
6. Public policy and research experience and skills.
7. Principles and practice of a range of quantitative analysis techniques, including statistical analysis, that are applied to public policy development and analysis.
8. Principles of effective project management and team development and leadership.
9. Skills in developing program performance reports for the executive level, program managers, and the community.
10. Excellent communications and writing skills, including public speaking and effective communications with a wide range of diverse audiences, including executives, vendor agencies, advocates, and front-line analysts and program staff.
11. Ability to develop and implement training programs and material.